

Agency	Civil Service Commission
Program Name	Civil Service Integrity
Program Description	Oversee state agency actions under the Personnel Code (20 ILCS 415/1 et al) to ensure that the state's system of personnel administration is based on merit principles and scientific method.
Target Population	Employees, agencies and employee representatives
Activities	Conduct hearings/investigations of employee appeals on a variety of adverse actions such as discipline and layoff as well as evaluate and monitor technical actions performed by agencies under the Personnel Code such as principal policy exemptions, class specifications and amendments to Personnel Rules.
Goals	State agencies are able to provide better service to their varied constituencies via a competent workforce that can rely on merit-based employment decisions in their career development.
Outcome	Support Basic Functions of Government

PROGRAM FUNDING

Appropriations (\$ thousands)			
FY 2014 Actual	FY 2015 Actual	FY 2016 Recommended	FY 2016 Enacted
379	379	379	

MEASURES**Percentage of Discharge, Suspension or Demotion Hearings commenced within time mandate****Reported** : Annually **Key Indicator** : Yes **Desired Direction** : Maintain**Benchmark** : Commence Hearing within 30 days of receipt of written appeal **Source** : 20 ILCS 405/11**Baseline** : 100% **Baseline Date** : 7/1/2012**Methodology** : After an appeal is received, count out 30 days and then set a hearing date and commence the hearing within that period. Check the current Appeal Activity Log for the number of hearings in the reporting period to determine if all met this measure.

FY 2015	FY 2016	FY 2017 Est.	FY 2018 Proj.
100	100	100	

Percentage of Final Decisions in Discharge, Suspension or Demotion Appeals rendered within time mandate**Reported** : Annually **Key Indicator** : Yes **Desired Direction** : Maintain**Benchmark** : The commission must render a final decision within 60 days after receipt of the transcript of proceedings. **Source** : 20 ILCS 415/11**Baseline** : 100% **Baseline Date** : 7/1/2012**Methodology** : After a final transcript of proceedings is received, count out 60 days. Set a Proposal for Decision due date so that the appeal is on the commission's monthly meeting agenda that occurs within that period and the commission subsequently issues a final decision within the 60 days. Check the commission's agendas/minutes for the reporting period to determine if all final decisions in qualifying appeals met this measure.

FY 2015	FY 2016	FY 2017 Est.	FY 2018 Proj.
100	100	100	

Number of appeals concluded within 180 days from receipt

(The number of appeals that are withdrawn due to employee using the union grievance process has inflated this number so increased the baseline.)

Reported : Annually **Key Indicator** : Yes **Desired Direction** : Increase**Benchmark** : 80% **Source** : 180 days to complete an appeal from receipt through hearing/investigation, Proposal for Decision and Final Decision by commission.**Baseline** : 60% **Baseline Date** : 7/28/2016**Methodology** : Upon receipt of appeal, it is tracked on Appeal Activity Log to ensure progression towards a final determination. The number of days between these two dates is tracked on Appeal Activity Log. Appeals with final decisions in the reporting period are counted to determine if they occurred within this 180 day period. Those final decisions within 180 days are expressed as a percentage of all final decisions in the reporting period.

FY 2015	FY 2016	FY 2017 Est.	FY 2018 Proj.
70	67	78	

Number of Final Decisions

(Baseline should be 100% to show we are keeping pace with incoming workload.)

Reported : Annually **Key Indicator** : Yes **Desired Direction** : Increase**Benchmark** : 100% **Source** : The percentage referred to in Methodology is to be 100% which indicates the commission is maintaining a level of productivity that equals the incoming work load.**Baseline** : 100% **Baseline Date** : 7/28/2016**Methodology** : The number of Final Decisions rendered by the commission in the current fiscal year are totaled. That number is compared to the number of appeals filed in the preceding fiscal year and expressed as a percentage.

FY 2015	FY 2016	FY 2017 Est.	FY 2018 Proj.
139	115	105	

Number of technical reviews**Reported** : Annually **Key Indicator** : Yes **Desired Direction** : Increase**Benchmark** : 100% **Source** : 90% of considered principal policy exemption activities acted on in the reporting period.**Baseline** : 90% **Baseline Date** : 7/1/2012**Methodology** : The number of requests for principal policy exemption are totaled for the reporting period. Then, the number that were continued during the reporting period (no determination in the month submitted) is totaled. After subtracting the continuances from the total requests, the difference is compared to the number of times the commission made a final determination with regard to these technical actions in the month they were submitted and expressed as a percentage.

FY 2015	FY 2016	FY 2017 Est.	FY 2018 Proj.
81	81	100	